

Business Services Application Profile

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Version History

Date	Version Number	Name	Reason
5 June 2002	1.00	Mary Weitzel	Original Document Creation
24 April 2006	1.01	Mary Weitzel	Modified to match department formats.

1. General Information

1.1. Purpose

The Application Profile deliverable is a document that describes applications developed, implemented and supported by Johnson County Information Technology Services. The document details information required to support, maintain, install, and troubleshoot the application. This document should be considered a living system component, and updated and reviewed as the application evolves and is enhanced over time. No application will be considered complete without this component.

1.2. Scope

This deliverable is required documentation for all production applications, regardless of the origin of the application. It should be created during the development process, and ready for release at implementation. This document will also be developed for all applications currently in the production environment.

1.3. Definitions

Application – any software based product developed, implemented, or supported by Information Technology Services to support business functions.

2. Application Profile Deliverable

2.1. Contents

The application profile will address and document these items pertaining to the deployment, use, and support of the application.

2.1.1. Application Description

This section will give a narrative description of the application. This description will identify the user communities and their associated usage of the application. The business functions supported by the application will be described, including cyclic business activities and critical use periods of the application. The application name, acronym, and location of production documentation will also be specified.

2.1.2. Architecture and Development Tools

The architecture of the application will be explained. This section will describe the development environment used to create the application, including a list of development tools with versions, desktop and server operating system versions. Dependencies on specific versions of operating systems or tools should be stated.

The production environment will be described in this section. Operating systems, database engines, and the associated versions will also be specified. A profile of the production desktop environment will also be included in this section.

Any third party component used to develop or included with the application should be listed in this section with the version used. A description of how the component is used and what function it performs is required.

Details regarding the logical deployment (i.e. n-tier, browser based, client server, etc) of the application will be included. Each logical component will be described.

This section will describe the physical deployment of the applications and will include a diagram and narrative description of all hardware associated with the application. The narrative should include details about what hardware is involved in each processing step or component of the application. The diagram Servers should be identified by standard names as set by the Infrastructure Team.

The application security scheme will be specified. Details will include which group is responsible for maintaining user access and roles.

Any conflicts with other desktop applications should be noted.

2.1.3. Interfaces and Dependencies

All interfaces with other applications will be explained. This includes real time interfaces as well as file extractions for import into other systems. Dependencies between this application and other processes and applications will be included. Any timing constraints or dependencies should also be described in this section.

2.1.4. Installation Instructions

Instructions for installing the application will be included. These instructions should include:

- The location of the production copy of the application to be used as the source for loading
- Specific locations and file structures that are required for the application
- Third party components that must be installed
- The order in which components must be installed
- Any configuration or setup steps that are required for the application to work properly

2.1.5. Common User Questions and Problems

This section should detail common questions that users may ask regarding the usage or performance of the application. This information will be used by the Support Center to more effectively triage problems and issues that arise from usage of the application. It should include solutions to common problems encountered by the users. This section should be updated over time to provide the most accurate information possible.

2.2. Document Conventions

2.2.1. Document Location

Application profiles will be stored in the G:\Business Services\Applications\=== Application Profiles === folder.

2.2.2. Naming Convention

Application profile documents will use the name of the application as it comes from the vendor, or as it referred to by the user community. While acronyms are acceptable, in general, names should use complete words. Abbreviations should not be used to avoid misinterpretation. Standard capitalization should also be used for readability.

2.2.3. Template

A template for creating the application profile is located in the G:\Business Services\Templates folder.